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ORIGINAL**ARIZONA CORPORATION COMMISS.****UTILITY COMPLAINT FORM**

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Investigator: Guadalupe Ortiz**Phone:** ([REDACTED])**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2007 - 60698**Date:** 6/1/2007**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** **Paul E.****Jackson****Account Name:** Paul E. Jackson**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** [REDACTED]**CBR:****State:** AZ **Zip:** [REDACTED]**is:****Utility Company:** **Wilhoit Water Company, Inc.****Division:** Thunderbird**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

5/31/2007 - CORRESPONDENCE RECEIVED - O [REDACTED] Arizona Corporation Commission

RE: Docket No. W-02065A-07-0306

May 27, 2007

Arizona Corporation Commission - - -
Dept. of Water and Sewer

DOCKETED BY

NR

DOCKETED**JUN -5 2007****RECEIVED**
001 JUN -5 A 10:04
ARIZONA CORPORATION COMMISSION
DOCKET CONTROLRE: Application for Debt and Rate increase by Wilhoit Water Company, Thunderbird Meadows, Wilhoit, Arizona.
Commissioners:

As a customer of the above Company I would like to take exception to the proposed rate increase and the request for acquiring debt. I have been a customer and resident for approximately nine years. In that time I have not seen any preventive maintenance at all. All maintenance that occurs is on a "break-down" basis.

The rates proposed far exceed the rate of inflation that has been in effect since the last rate increase by Wilhoit Water. I wonder if we are being used to pay for the company's Chino Valley Arsenic debacle. As the source of the majority of water supplied by the company is from the adjoining CO-OP, I feel the cost of water should be based on the cost from the CO-OP. This is of course with a slight increase for a reasonable profit margin.

As for the debt requested, that is fine with me. I have been in industry many years and understand the need to obtain financing at times. However I wonder how the company drilled the well in the first place with out financing.

As I understand it the well is a very deep post hole anyway. Less than 10 gallons per minute at best.

The residents of Thunderbird Meadows are fed up with the mismanagement and poor service of our water company. This is the third year in a row we have lost all our flowers, lawn, and young trees due to lack of water

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and implementation of a stage three and four by Wilhoit Water Company.

In your consideration of their request, please ask them why they cannot cooperate with the CO-OP and use the new 400 GPM+ well that has just been drilled. I understand the CO-OP cannot afford a pump and associated equipment. This could be a viable solution to the lack of water that exists now.

Thank you in advance for your interest and concern in this matter.

Sincerely:

Paul E. Jackson

*****ALSO REFER TO ACC INQUIRY #60738*****
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/4/2007 - CORRESPONDENCE MAILED TO CUSTOMER:

June 4, 2007

Paul E. Jackson


RE: WILHOIT WATER COMPANY, INC.

Dear Paul E. Jackson:

Your letter regarding the Wilhoit Water Company, Inc. ("Wilhoit Water") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Wilhoit Water application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

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End of Comments

Date Completed: 6/4/2007

Opinion No. 2007 - 60698
